

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268

In the Matter of:

Ruth MS. 39662 : Docket No: A2012-12
Post Office State ZIP Code 2011 NOV 14 P 3:36

Bonnie Ard, Petitioner(s) POSTAL REGULATORY COMMISSION OFFICE OF THE SECRETARY **Postal Regulatory Commission
Office of the Chief Admin. Officer**

NOV 14 2011

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the Ruth MS post office. The Final Determination was posted 10-4-2011 (date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

Because of the number of issues and concerns I have, please find enclosed, a typed 3 page brief is being provided by me to provide the Commission with arguments to support my claim.

Bonnie Ard

Bonnie Ard
3479 Orchard Ln SE
Ruth, Ms. 39662
601-833-0916
November 8, 2011

Office of the Secretary
Postal Regulatory Commission
901 New York Avenue, NW, Suite 200
Washington, D.C. 20268

Participant Statement concerning the closure of The Ruth Mississippi Post Office 39662
PRC Docket Number A2012-12

Dear Members,

On June 2, 2011, a notice letter, sent by Ms. Pamela Lowery, Mgr. of Post Office Operations, was posted at the Ruth, Ms. Post Office concerning The Closure Study/Announcement regarding the possible closure of this office. A public forum was held on June 13, 2011. Because only the post office box customers were given a letter informing them of this public forum, I feel this is a failure on the part of the USPS in properly notifying the public of this meeting. The Ruth Post Office has 573 rural mailboxes that should have received this notification. However, all the patrons present were unanimously opposed to the closing of The Ruth Post Office.

When this meeting was adjourned on June 13, 2011 and the postal officials had left, all of the patrons agreed to immediately start circulating petitions all over the Ruth delivery area to show our opposition. There were eleven petitioners that spent the next week going door to door, collecting signatures of everyone opposed. We had a total of 504 signatures collected among the eleven petitions.

On June 27, 2011, all of these eleven petitions, containing the 504 opposing signatures, were sent to Ms. Elizabeth Johnson, District Manager of Mississippi. Also, in this packet to Ms. Johnson, was a cover letter from Mr. Josh Davis, whose address is 3037 Gleenwood, Ruth Ms. 39662. Mr. Davis was serving as spokesperson for the patrons of Ruth, and in his letter, he stated our reasons for concern and opposition. The citizens of Ruth followed the proper protocol. However, the ball was dropped in the Mississippi District Office when our petitions were received. Somehow, all but one of our petitions got LOST.

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In the Final Determination to Close Letter that was posted at the Ruth Post Office, it stated that a petition supporting the retention of the Ruth Post Office was received on June 28, 2011, with ten signatures. What happened to the other ten petitions containing the other four hundred and ninety four signatures? The District Office returned to the Ruth Post Office only one petition with ten signatures, and only the second page of Mr. Josh Davis' letter. They claimed that was all that was received in the packet. However, I find it interesting that Mr. Davis received a letter back from the District Office, and his return address was on the first page of his letter, not the second page. Based on these facts, I believe the Commission should reverse the Final Determination and return the entire matter for further consideration.

Also, please consider that the number of customers of the Ruth, Ms. Post Office continue to grow each year. On an average, twelve rural boxes a year have been gained consistently. Also, during the recent mail count, the rural carrier gained sixteen minutes. The upkeep on this office, on an average, runs less than three hundred dollars per month. This office is also over plan for retail revenue for the current fiscal year.

The Final Determination Letter to close also stated the retail window averaged twenty transactions, accounting for only twenty-one minutes of retail workload daily. I strongly disagree over this figure of only twenty-one minutes. This is allowing one minute per customer. It takes longer than a minute to go through GIST with each customer, which is mandated by the USPS. This is a process that all Postmasters, OIC's, SSA's, PSA's, and PMR's must conduct with each customer. GIST means that all customers must be greeted, then inquired as to how we can help them. Then, follows the process of suggesting our various services, starting with using express mail, our most expensive means of mailing, and going down from there. I know that you will agree with me that it takes more than a minute to inform our customers of all of the services that we have to offer. Only after this can we actually start the transaction with the customer. When all of this has been completed, then the final step of GIST is done. We thank the customer.

When you read the Final Determination Letter, it lists all the businesses and organizations that receive their mail through the Ruth, Ms. Post Office. There are forty three, and quite a number of these are major businesses. Each and everyone of these businesses and organizations rely on the Ruth, Ms. Post Office. If the change is implemented to conduct our business through the Jayess Post Office, some of our businesses would have to travel twenty miles.

The Ruth, Ms. Post Office is located on Highway 583, which is a major highway. This highway runs from Tylertown, Ms. To Brookhaven, Ms., which is a distance of approximately forty miles.

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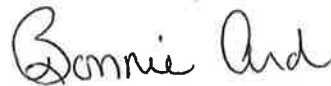
The Ruth Post Office is located halfway between these two towns. Because of its convenient location on a heavily traveled highway, there are many people other than the residents of Ruth that benefit from this Post Office. If The Ruth Post Office is closed, there will be a forty mile stretch on a very busy highway in which there is no post office.

When I filed the appeal, I enclosed a copy of everything that was originally mailed to the Mississippi District Office on June 27, 2011. Because The Postal Regulatory Commission has received this, you can see for yourself that there were five hundred four signatures, with the date signed beside the signature. I feel that it is very unfair to the citizens of Ruth, Ms. to have their local Post Office closed because of an incompetence that occurred in the Mississippi District Office. Important documents were lost and have not been accounted for.

I believe that my reasons are valid and sound as to why The Postal Regulatory Commission should reverse the Final Determination and return the entire matter for further consideration. The Ruth Post Office is very efficiently run by Ms. Bobbie Kyzar, a postal employee with twenty years of experience. She knows her job, and she does it very well. Ms. Kyzar, along with Mr. Bobby Lord, the rural carrier, perform their duties in a manner that should make the USPS proud. They are trusted by the community, and most important of all, they are competent.

Thank you so much for giving me this opportunity to file this Participant Statement. Please consider all of my concerns before making your decision.

Sincerely,

A handwritten signature in cursive script that reads "Bonnie Ard". The ink is dark and the signature is fluid.

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